

Contract For Long Distance Telephone Services Underway

DPA recently issued a contract to Qwest regarding long distance telephone services for State and local governmental agencies throughout Colorado. We expect these contract negotiations to result in significant savings to the State of Colorado. More information will be provided to our customers as we implement the contract.

Our new contract covers a range of services including domestic and international long distance

services, calling cards, operator assistance, and includes an option for offering audio conferencing services.

All State agencies must purchase long distance services through the Department of Personnel & Administration, Division of Information Technologies unless other arrangements have been made. Other public entities such as local governments may purchase services directly from the awarded vendor. ❄



*Mary Lou LaCouture,
Manager of Voice and Video*

Dial-in Access To The Internet Is Now Available

DoIT, via a contract with Front Range Internet Inc. (FRII), now offers statewide toll free and nationwide 800 Internet dial-in service. The speed may vary due to local conditions but may be as high as 55Kbps (v90&92). The DoIT rate is \$13.95 per month for the first 150 hours per month and \$0.10 per minute for the 1-800 access service. Please note, if customers exceed the original 150 hours offered in the base package, an extra \$5 charge for each additional 150 hours will be added.



*John Clark,
Project Manager for Dial-in
Access to the Internet*

This access does not include an email ID or any other hosting facilities.

Dial-in provides you a high quality, reliable, cost-effective dial-in network infrastructure solution to the Internet and access to some open services of MNT such as COFRS. Dial-in also allows access to email messages if departmental servers are located on the public side of your network. This service is a completely outsourced offering by DoIT to a highly reputable provider supplying dial-in network access options nationwide. When your end-user dials a local Internet access

number provided by Front Range Internet, special server protocols authenticate the calls over the Internet without compromising data security.

Please call the DoIT Service Center at (303) 239-4357 to begin the ordering process. ❄

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Interdepartmental Cooperation Continues On Colorado Benefits Management System (CBMS) Project

DoIT prepares Call Center: Denver District Judge John Coughlin ordered the State to establish an emergency unit with an 800 number to expedite Colorado Benefit Management System (CBMS) inquiries. DoIT implemented the Colorado Department of Human Services' (CDHS) call center within three days by providing telephony design, programming, implementation, and staff training. Implementing this unfunded mandate in such a short time is a credit to the expertise and dedication of DoIT staff. Our staff invested over 80 hours of work, on top of their normal workloads, to assist citi-



◀ **Maudie Maldonado receives the New Employee Award from Rick Malinowski.**

zens seeking aid from CBMS. DoIT technical support and training for CDHS personnel and their Call Center agents are ongoing as this application is closely monitored for performance as required by District Court Order.

Network Printing: DoIT staff members successfully implemented network printing for the CBMS project. This cooperative effort between DoIT and DPA's Integrated Document Facility (IDF) included close coordination with the CBMS technical team. As a result, we print over a million pages each month for CBMS. This new business helps to replace the business lost when CBMS mainframe applications were converted to distributed applications. The CBMS print project provides DoIT the opportunity to extend its print service offerings to network printing as well as its traditional mainframe printing.

Disk space added for CBMS: DoIT collaborated with key CBMS personnel to ensure Data Center support and availability of additional disk space to address customer processing demands. We received commendations from key CDHS leaders on DoIT's staff efforts supporting their conversion. ❄

Future Retirement Of EMPL

DPA is progressing on two projects that will allow us to retire the EMPL system. The first project will adjust CPPS (Colorado Personnel Payroll System) to be our system for recording transactions affecting employees and positions. The CPPS was upgraded in December 2004 by applying a new vendor release.

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The second project, Human Resource Data Warehouse (HRDW), will archive and report both current and historical data on employees, positions, and the workforce. We are in the final stages of review with all of the focus groups that are analyzing requirements. Most of the requirements have been moved into specifications for system modifications and the modifications are being applied to the CPPS code. As part of this project, we conducted two Proof of Concepts in response to our RFP for the purchase of Business Intelligence (BI) and Extract, Transform, and Load (ETL) tools for the Human Resource Data Warehouse (HRDW). We expect to announce an intent to award notice in the near future.

The earliest possible transition to a new system is the spring of 2005. The specific schedule is still to be determined. ❄

Project For Mainframe Storage Begins

Z OS storage management commands for schedulers and software specialists are changing to benefit our customers starting in January 2005. DoIT is updating mainframe storage management from ASM2 to HSM/SMS (Hierarchical Storage Management/ Storage Management Subsystem).

ASM2 is no longer considered "best of breed" and has a small customer base. In contrast, SMS and HSM have large customer bases, are mature products with many features, and have several methods for starting backups and migrations. SMS and HSM are industry standards. Most of the newer DASD products require SMS. As a result of replacing the old

Server Hosting Provided At DoIT

DoIT's server team successfully implemented a new Server Hosting pilot service. DNR Parks Division is our first customer. DoIT purchased and installed 2 servers onsite for DNR Parks. DoIT oversees and supports the operating systems, the database management system, and automated backups. The Parks' team supports its own applications. ❄



▲ Rick Malinowski presents the Team Award to DoIT's Server Team, left to right—Ron Applebach, Don Wisdom, Rod Wilson, and Tony Poulter.

ASM2 with the industry standard automated Storage Management System, we expect to experience diminished processing time and faster backups and restores.

DoIT is implementing SMS/HSM in two phases. Phase One involved converting system support storage volumes located at DoIT. The completion date for

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▲ Operating Support Technical Staff members Rod Kracht, Lisa Quintana, and Bob Siska at the Fall CIMA Conference

Virtual Servers Accessible On The Mainframe

DoIT offers server virtualization on two different architectures: S/390 and I386 (IBM and Intel). The S390 architecture combines the rock-solid reliability and I/O capacity of the traditional mainframe with a state-of-the-art Linux environment. The Intel architecture allows the use of widely available Linux and Windows applications while exploiting the advantages of modern storage area networks.

DoIT currently operates over 16 virtual servers, with more on the way, offering Web hosting, Web application environments, file and print servers, database applications, Web proxy, and many other applications.

Phase One was January 2005. Phase Two involves integrating customer data into the new storage management system this year.

CIOs are asked to assign a departmental key contact that currently works on backup and restore issues involving the mainframe, to serve as a liaison between our DoIT trainers and their staff members so that training needs are met. CIOs are also asked to provide a contact to explain the new procedures for managing datasets and potential changes to account codes. [Lisa Quintana](#) is DoIT's training liaison and [Margaret DeLany](#) is our contact to explain the new procedures for managing datasets and potential changes to account codes. They may be contacted by calling (303) 239-4313. ❄



▲ The Production Award is presented by Rick Malinowski to some of the members of the CICS Team, left to right—Harry McDonald, and Roger Persichini.

Use of virtual servers replaces the need to purchase stand-alone servers. DoIT staff can now clone a new server in a matter of hours, and implement automated backup and restore servers and databases. ❄

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“Junk” Email Blocked At “Port 25”

Blocking of “junk” email traffic at “Port 25” in and out of the state Multiuse Network (MNT) began on November 11, 2004. The Colorado Information Security Operations Center (CO ISOC) blocked all illegitimate “junk” email traffic to strengthen network security. Now, mail can only go to one of the 800 or more authorized mail servers within our network.

This increased security measure cut the total email traffic to and from the State network

by more than half (54%). More than three quarters of the blocked email (76%) came from inside the Colorado networks. Almost all of the blocked email is spam, contains computer viruses, or both. Most of the malicious code contained within these emails sets up unsuspecting computer users as beacons that in turn send out more spam.

Blocking “junk” email and cleaning infected machines to stop internal spam does more than just improve our computer security. It may reduce operating costs by freeing up network bandwidth for more productive communication. It also reduces risk of lawsuit or retaliation for inadvertently transferring spam or virus to



Susan McMillin,
DoIT's Security Officer

other email users. ❄

DoIT's Anti-Virus/Spam Service

DPA installed an anti-virus and anti-spam filtering service from MX Logic for 5,000 email addresses. Now DPA has layered virus protection and a filter that will control “junk” email. These upgrades occurred in mid-November 2004. Almost 75% of incoming email is caught as “spam”. Initial results show that almost 20% of regular email and 80% of blocked spam also contain hidden malicious code.

We are currently working with CDLE representatives on deploying our new filtering

solution at their department. We welcome other governmental partners to access our enterprise wide anti-spam/anti-virus solution. ❄



▲ **The Special Project Award went to Anti-Spam Team Members (shown left to right)—Ron Applebach, Lisa Quintana, Don Wisdom, and Sue Ellen Quam with Rick Malinowski presenting the “Spam” awards.**

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DoIT Staff And Partners Win State-Wide Awards

DoIT staff and their partners won two out of four statewide awards presented at the 2004 Fall Colorado Information Managers Association (CIMA) Technology Conference. CIMA is an educational association that is specifically for the Government Information Technology Professional or Technician. The awards were for the Best in House Project and for Breaking Down Barriers between State Agencies.

Winner of Best In House Project: The EDSys project was selected as the Best In House Project. The team members who brought EDSys to Labor & Employment and DPA are: Eileen Diepenbrock, Glenda Barry, John Engle, and Monica Cortez-Sangster and IT staff from each department.

EDSys is a client server personnel system that interfaces with EMPL, the State's Employee Position Tracking system, and CPPS, the State's Payroll System. Employees now have easy electronic access to payroll information such as pay stubs and the ability to add and change their personal information online. Supervisors now have an automated, disciplined, and traceable workflow process for all personnel transactions. The system was designed to ensure that sensitive data, such as Social Security Numbers, are protected and to be flexible enough that other State agencies can also use this program. EDSys is built on a platform of Microsoft Windows and SQL Server, using Visual Basic.

Winner of Breaking Down Barriers between State Agencies: The DPA Billing Reports on the Internet project was selected for this statewide

award. DPA customers also know the project as "Document Direct". Team members developing Document Direct include Carla Pitts, Marian Robinson, Jane Twigg, Matt Ballard, Jeanne Fahey, Maudie Maldonado, Sue Schiffmacher, and Walt Sanchez.

The DPA Billing Reports "Document Direct" on the Internet is designed to eliminate printing thousands of pages of reports every month, and to make those reports available immediately on-line via the Internet. By using a system called Document Direct for the Internet, this team saved printing costs and many personnel hours spent organizing and delivering reports. Today, customer agencies throughout the state can receive a timely distribution of DPA's telecommunication, data center, and central services billing reports via the Internet. They can print any portion of those reports whenever they want, and they can even download the reports into spreadsheets for further analysis. ❄



◀ Tina Camblin, DORA CIO/CIMA Chair and a vendor from Software AG hand out gifts to lucky drawing winners at the Fall CIMA Conference.



◀ Left to right—Maudie Maldonado, Margaret DeLany, Lisa Quintana, and Ron Applebach greet customers at the DoIT display booth at the Fall CIMA Conference.

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DoIT Provides VoIP For The Division Of Emergency Management (DEM)

DoIT Voice and Video staff upgraded the Division of Emergency Management (DEM) voice system to Voice-over-Internet-Protocol (VoIP). The DEM recently moved from Camp George West to their new location in the Denver Tech Center affording them an opportunity to revise their current system. Their new VoIP system allows for enhanced connectivity, scalability and trunking redundancy as well as a great deal of flexibility both inside the new facility and at the Camp George West site. ❄

Digital Trunked Radio (DTR) Advancements

DoIT received 2003 and 2004 Urban Areas Security Initiative (UASI) Grants and a 2004 Homeland Security Grant for partial DTR built-out in Phase V and for a 700Mhz expansion in the Denver Metro area. The last remaining Phases of the Project will be switched to more closely tie to operational requirements of the Colorado State Patrol (CSP), Colorado Department of Transportation (CDOT) and Local Government participants with grant revenue awards. DoIT will continue DTR build-out on the Western Slope at existing State communications sites, as funding is available.

W-2 Information Readied

DoIT staff provides State agencies with a smooth end of calendar year transition by preparing and closing files for Tax Year 2004 and creating files for Tax Year 2005. We also prepare files for the creation of the 2004 W-2s. W-2 forms were printed by January 21, reviewed and then sent to agencies for distribution to their staff. ❄



▲ Randy Mitchell working on the tower at our Mines site which is at the very top of Berthoud Pass, above the ski area. Randy is our facilities/tower maintenance engineer.

Over 170 combined State and local government agencies are currently operating on DTR statewide with deployment of over 16,500 radios statewide. New DTR sites recently turned-up on the Western Slope are in areas east of Durango, west of Dove

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Creek, west of Telluride and east of Steamboat Springs. Receipt of the 2003 COPS Technology Grant money made these expansions possible. Installation of grant site equipment is continuing with an estimated completion date of Fall 2005.

DTR staff is currently working with a number of local governments that have applied for and received Homeland Security grants to purchase infrastructure and radios to participate in DTR.

The statewide Digital Trunked Radio (DTR) project is being developed and built through partnerships between the State of Colorado and local governments. It will replace existing antiquated VHF/UHF two-way radio systems and improve interoperability between public safety agencies.

A new DTR team was recently funded to monitor the general health and functionality of the DTR system. They dispatch Communication Services' personnel to correct and repair failures as they occur. The team manages and continually tests all network

enterprise devices associated with the system on a 24-hour by seven-day per week basis. The DTR team serves as a single point of contact for all customers utilizing services provided by DTR. They also update software operating systems, provide software upgrades, change router/ switch configuration, ping remote devices and program other devices as required. They may be reached by calling (303) 866-2801 or email your DTR requests to webdtr@exchange1.state.co.us.

Members of the new team are:

Ed Boyer—*Electronic Engineer I (DTR System Engineer/DTR Monitor Supervisor)*

Ron Gill—*IT Tech II (DTR Monitor Team)*

Keith McClune—*IT Tech II (DTR Monitor Team)*

Robert Scheuber—*IT Tech II (DTR Monitor Team)*

Stavros Varavvas—*IT Tech II (DTR Monitor Team)* ❄

MNT Network Enhancements And Fee Reductions

The fiber links between the DoIT ATM switches and MNT routers now have two ATM fiber cards connecting to each main MNT router. If one ATM card should fail, the redundant card will pick up and continue service. This feature has been installed and tested at each of the five major ATM/MNT sites. This redundancy enhances network reliability.



▲ *DoIT staff members at the annual awards ceremony.*

Departments are seeing reductions in MNT expenses due to ANAP fee renegotiation with Qwest.
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The renegotiation spread the final two (2) years of Qwest ANAP fees, which amounted to about \$5 million, over seven (7) years. This resulted in FY2003–04 and FY2004–05 ANAP fees being reduced by \$900,000 in FY2003–04 and by \$925,000 in FY2004–05 in exchange for payments being extended through FY2009–10. The State will pay the same amount for MNT services by June 30, 2010, and these reductions greatly aided the State during

recent severe economic challenges by reducing cash needs for FY2003–04 and FY2004–05.

Additionally, the original contract did not specifically delete ANAP fees after the fourth year of the contract. The amendment accomplished that purpose by spreading the fourth year of fees over the next five years. The intent in the original contract was to “true-up” after the 4th year but there was no guarantee that Qwest would eliminate those fees. ❄

Archival Successes

Expansion of Internet (electronic) access to the record holdings of the State Archives continued with the addition of fourteen new website indexes in the past ten months. Internet access now allows citizens and agencies a quick and ready reference to records that formerly would have required them to either come to the State Archives or call to determine if a specific record existed. This expansion not only provides increased efficiency for archival operation, but also allows our customers to view government record information from their home or office without having to make a personal trip or contact.

A major records management review was undertaken by the State Archives, in cooperation with



▲ Rick Malinowski presents the Professional Development Award to Erin McDanal for studying and passing an industry-standard test to become a certified archivist.

DPA's Human Resource division, to reduce the fifty-six year retention time for inactive personnel records approved many years ago. After a thorough review by the DPA Human Resource Director, the State Auditor, Attorney General's office, and the State Archivist, the time the State agencies needed to retain these records was reduced to ten years after the employee retires or separates from service. This new ten year retention period is much more manageable, and reduces the storage requirement and cost imposed on State agencies to retain these inactive records. ❄

What DoIT Is Designed To Do For You

DoIT's budget provides the following value added services:

- **Data Center Services** provides Statewide Hardware & Hosting for applications used throughout the state.

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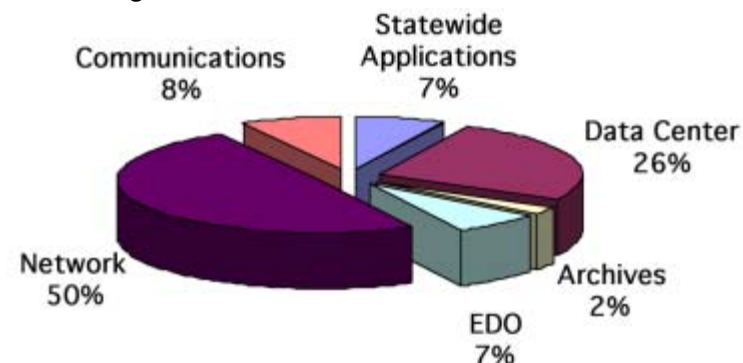
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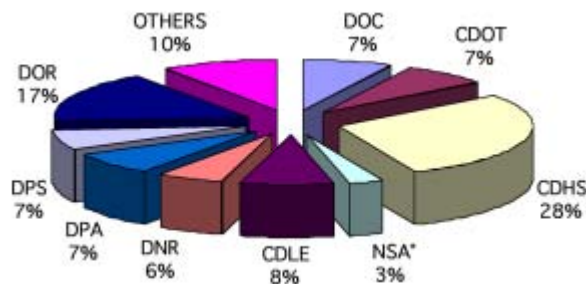
- **Network Services** not only provides the backbone for public safety communications and internet connectivity for citizens to reach State services, it also serves as anchor tenant assuring access to private businesses throughout the state with "last mile" implementations.
- **Communication Services** provides the information network backbone for the statewide communications network including wired and wireless services (voice, video, and data).
- **Archival Retention & Research** protects, preserves and maintains the legal documents for Colorado territorial and State government. They also operate the State's homepage on the Internet.
- **Statewide Security:** DoIT acts as OIT's implementation arm for critical applications including

enhanced statewide security for networks, open systems and mainframe applications.

- **DoIT's Disaster Recovery/Business Recovery** addresses policies and procedures for minimizing the disruption of government operations if computers or other advanced technologies are disabled following a disaster. ❄



Revenue By Customer



**Please note that NSA stands for non-state agencies.*

Revenue by customer is generated from a variety of sources. Primarily, DoIT is a cash funded agency. In 2003 the Division studied the rates associated with Network Services. We called this study "Truth in Rates". During 2004 the

Data Center also worked on "Truth in Rates". This rate refresh project was to establish Data Center service offerings and rates by utilizing an activity based costing methodology with Business Genetics Software. Interviews were conducted to identify activities performed to provide a service. Resource costs were established for people, time, equipment, space, software, etc. Services were defined and then activities were placed within the service categories. In most cases, historical utilization data were used to establish rates. DoIT management and customers now have an established practice that clearly documents where costs come from and how rates are and will be established. While this project will not be replacing Computing Services Fixed Allocation, it will enhance and establish more current rates for now and in the future. ❄

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Recent Accomplishments

Network Services	Communication Services	Data Services	Technology Management	Information Security	Archives & Records
<i>All state data traffic to MNT</i> <i>Non-state participation up 58%</i> <i>60 county seats have 1 or more broadband options</i> <i>\$1 million saved in new contract negotiations</i>	<i>Over 175 state and local government agencies on DTR with 17,500 radios</i> <i>San Luis Valley Phase VII completed with grant funds</i> <i>Metro Denver on-line with DTR system</i>	<i>Virtual server programs</i> <i>Webification including CDHS' ACESES</i> <i>Truth in Rates</i> <i>Virus and spam protection</i> <i>FM200 fire suppression conversion</i>	<i>Upgraded the statewide payroll system</i> <i>Award-winning InfoPac/Document Direct moved us from paper to on-line reports</i>	<i>Created DoIT's Security Operations Center</i> <i>Responded to 2 multi-agency incidents</i> <i>Added to Email security with Port 25 block at FRGP</i> <i>Statewide security monitoring 24X7 w/OIT</i>	<i>14 new websites added in past 10-months</i> <i>Archives recognized as a member of the top 20 government websites by Family Tree Magazine</i> <i>HR retention schedule changed from 56 to 10 years</i>

Key Initiatives 2005-06

Network Services	Communication Services	Data Services	Technology Management	Information Security	Archives & Records
<i>Expand non-state agency participation in MNT</i> <i>Include IP voice & video in MNT</i> <i>Pursue savings through VoIP</i>	<i>Continuation of DTR through all funding opportunities</i> <i>Re-frequency project for DTR</i> <i>DTR Monitoring</i>	<i>Portal hosting</i> <i>Server hosting for state applications</i> <i>Comprehensive storage management</i> <i>Disaster recovery for small servers</i> <i>Virtual servers</i>	<i>Statewide applications development and support</i> <i>Build Data Warehouse to replace obsolete HR System</i>	<i>Institutionalize Statewide Security Operations</i> <i>Expand disaster recovery to include business continuance</i> <i>Become HIPAA compliant</i>	<i>Streamline records management</i> <i>Preserve deteriorating records through digitization</i> <i>Protect critical records in fire safe facility</i>

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DoIT Award Winners

Each December DoIT staff members nominate colleagues they believe to be star performers for recognition. These individuals consistently demonstrate their commitment to excellence and do more than their share to implement our 5-Year Vision to "provide a superior customer experience, deliver best in class customer and technology services and to enable team success".

The winners in the following categories are:

Customer Relations Award—Outstanding Performance in Customer Relations

Sue Schiffmacher for her support of customers with COFRS questions and **Margaret DeLany** for Outreach to Customers



▲ Margaret DeLany (left) and Sue Schiffmacher are presented the Customer Relations Award by Rick Malinowski.

Quality of Work Award

Ruth Crawford for her contributions to the Financial Data Warehouse and KRONOS system.

Team Award

Server Team—Tony Poulter, Don Wisdom, Ron Applebach and Rod Wilson (see photo on page 3)

This award recognizes that the Server Team researched, selected, installed and implemented the VM Ware software product. This product improves efficiency by allowing multiple virtual images to share the physical resources of one physical host, thus better utilizing the host's resources. VM Ware also dramatically reduces the time required to implement a new server, from 1 day to 10 minutes.

New Employee Award

Maudie Maldonado (see photo on page 2) for continually demonstrating a willingness to go beyond the scope of his assigned projects. Maudie has twice been nominated along with his co-worker for Employee of the Month and recently shared in winning a CIMA Technology Team Award for his participation in the DPA Billing Reports to the Internet Conversion Project.

Manager Award

Guy Mellor (see photo on page 13). Guy's successes are the result of his management skills, positive demeanor and Team approach. These attributes are significant as they allow Data Center employees to realize that their contributions are needed and that each of them is important in every project.

Special Project Award

The Anti-Spam Team—Ron Applebach, Sue Ellen Quam, Lisa Quintana, and Don Wisdom (see photo on page 5)

Special Project Award recipients are a team or

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individuals who have worked on a short-term project (one that is completed in less than a year). This project is an addition to their day-to-day job duties and they implemented the project with exceptional results.



▲ Left to right—Terry Ketelsen State Archivist, Guy Mellor DoIT Deputy Director and winner of the "Manager of the Year Award", with Rick Malinowski, CIO at DoIT's 2004 Awards Ceremony

Technical Implementation Award

Fred Smith for developing the online interface between the EDSys and EMPL systems, using the iXTE, XML Transformation Engine. His new process intercepts incoming EDSys transactions and routes them through a Java process that replicates keyed entry into the EMPL (Employee) system. His process pushes the EDSys transactions through the same business logic and programs that an actual screen entry requires, without reprogramming the old system into new programs.

This award is given to an individual or team that has planned, coordinated, and implemented a new technology or software upgrade that increases productivity, saves money, and/or provides a new service, which has proven beneficial to the State of Colorado and its citizens.

Process Improvement Award

Sue Ellen Quam for her key role in defining and describing the DoIT strategic plan process. The first thing she did was to incorporate all major DoIT working documents into the plan. As a result, she saved other managers and staff days and weeks of their time. Her innovative efforts became the foundation for a new process in updating our strategic plan.

This award is given to an individual or team that has examined and made improvements to a process within the division that reduces costs, eliminates waste, or improves measurements.

Professional Development Award

Erin McDanal for studying and passing an industry-standard test to become a certified archivist. She did this on her own time and at her own expense. In addition, she took Access and Excel classes on-line in order to use them to improve processes at the Archives and to develop an on-line searchable database for users of the Archives. The database will have more than 200,000 names on it to start. Erin also uses Access to create web statistics for the Archives site that has more than 1,400 pages.

This award recognizes an employee's voluntary self-initiated efforts rather than training required by the Supervisor, to improve their job related professional skills.

New Position Award

Tom Warner for his new role in support of the Colorado Personnel Payroll System (CPPS). Historically, it has taken people several months or even years to learn and develop expertise in this system. Tom was able to grasp the intricacies of the system and become productive within days.

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This award recognizes outstanding performance by an employee who has taken on a new position with the Division.

Production Award

CICS Team—Harry McDonald, Roger Persichini and Kevin Campbell (see photo on page 4)

The DoIT Production Award for fiscal year 2005 was awarded to the Customer Information Control System Group, better known as the CICS Group. The CICS group is responsible for the development, testing, and production processes of the CICS application software. Through the software, DoIT processes over 70 MILLION transactions a month. Of the 70 million transactions, 40 million are production transactions. 99.7% of these production transactions are completed in less than 5 seconds. This level of performance is sustained while maintaining an outstanding availability of 95% or better.

Criteria: Production awards are given for each unit that has sustained, high production standards.



◀ Mike Shaw (left) at his retirement party with Lisa Quintana and Joe McCormick.

Retirees

Marie Sarazin—General Professional IV

Mike Shaw—IT Professional VII

Tony Vrazsity—IT Professional III

Joe Leighty—IT Professional IV

New Hires

Ron Gill—IT Tech II (DTR)

Ron Lutz—Electronic Engineer I (CDPS Support)

Mohamed Malki—IT Professional III (Security)

Keith McClune—IT Tech II (DTR)

John Miks—Telecom/Electronic Specialist I
(Denver Shop)

Matthew Moynahan—IT Professional II (Server)

Robert Scheuber—IT Tech II (DTR)

Stavros Varavvos—IT Tech II (DTR)

Don Wisdom—IT Professional IV (Server)

Alan Ashurst—Supervising database and CICS groups on an interim basis ❄



▲ Guy Mellor (right), DoIT staff, and customers wish Joe Leighty a fond farewell at his retirement party.

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DoIT Contacts

The Division of Information Technologies (DoIT) is located at 690 Kipling Street, Lakewood, Colorado 80215. You may call or email [DoIT's Service Center](mailto:DoIT@state.co.us) for assistance (303) 239-4387 (HELP) or Toll Free at (877) 632-2487

For further information on issues outlined in these publications you may contact any of the following DoIT managers at the main telephone number listed above or e-mail your questions or comments to the appropriate subject matter experts listed:

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Photo: Bryan Hetzler
Colorado Tourism Office